

# IMPULSE

***“Moving S&MA Forward through Information Management”***

*Published periodically by the Information Management group to inform MSFC S&MA support contract employees of Automated Data Processing issues, procurements, requests and news.*

Issue 8

\*\*\* **SPECIAL DOUBLE ISSUE** \*\*\*  
**VIRUS UPDATE & DDS** EDITION

March 1997

## VIRUS UPDATE

### THAT WAS THEN...

The January 1997 issue of the *IMPULSE* was a “special virus edition” providing details of available anti-virus protection. Topics covered included:

- How Is The Infection Spread?
- What To Do If You Receive An Infected Email Attachment
- Where To Turn for Help
- DDS-Specific Anti-Virus Instructions
- WPS-Specific Anti-Virus Instructions

The January 1997 issue of the *IMPULSE* (as well as earlier issues) is available for review at <http://msfcsma3.msfc.nasa.gov:8001/tech/dss/im/dssim.html>

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## ***THIS IS NOW...***

### **Windows95 DDS Users -- Install The Latest Anti-Virus Software And Signature Files (“Virus Tables”)**

1. Open the **DDS** folder on your desktop.
2. Open the **Setup** folder.
3. Double click on the **VirusSafe 95 Install** icon. Print the Word document that is displayed and follow the directions to complete a local installation of the latest available version of the ViruSafe anti-virus software.

If an older version of ViruSafe95 is already installed on your PC, the ViruSafe95 install script will not require the user to re-type the serial number.

Once installed, this version provides memory-resident, continuous virus monitoring as well as the very latest virus signature files including protection against Word macro viruses.

If you encounter any difficulty with this procedure, see the “Where To Turn For Help” section elsewhere in this issue of the *IMPulse*.

### **Windows95 DDS Users -- The Blue Screen / “Insert Diskette For Drive B:” Side Effect**

A side effect of installing ViruSafe95 may be the appearance of a full blue screen requesting the user to “insert diskette for drive B:” after you type in your DDS password each and every time you log in thereafter. Press the <Enter> key to go on. The blue screen is annoying but can be resolved. If you experience the blue screen after (re-)installing ViruSafe95, see the “Where To Turn For Help” section elsewhere in this issue of the *IMPulse*.

### **Standard Windows WPS Users -- Verify Latest Anti-Virus Software And Signature Files (“Virus Tables”)**

Refer to the “WPS-Specific Anti-virus Instructions” found in the January 1997 issue of *IMPulse* for help with the following areas:

- How To Determine If Your PC Has Memory-Resident Anti-Virus Monitor (Real-Time Virus Protection) Installed
- How To Determine If The Memory-Resident Anti-Virus Monitor Is The Latest Version Available

Then:

1. At the Windows Program Manager, double click the “VirusSafe for Windows” program group
2. Double click the “VirusSafe for Windows” icon
3. On the menu bar, click “Help”
4. Select “About...”
5. “VirusSafe for Windows version” should be no earlier than 1.1
6. “Virus Tables Date:” should be no earlier than 2-5-97

If either the “VirusSafe for Windows version” or the “Virus Tables Date:” is incorrect or you encounter any other difficulty with these procedures, see the “Where To Turn For Help” section elsewhere in this issue of the *IMPulse*.

## Macintosh WPS Users – Anti-Virus Protection

Macintosh WPS users should execute the “Word Macro Virus Utility” available within WPS.

## Macintosh DDS Users – Anti-Virus Protection

Macintosh DDS users may contact the center-wide help desk at 4-1771 concerning anti-virus protection.

### Migrated From WPS to DDS? You’ve Lost Your Anti-Virus Protection

WPS users who migrate to DDS lose any ViruSafe anti-virus protection they might have had, even when keeping the same PC. The protection ViruSafe for Windows offers a WPS PC running standard Windows is lost when the PC is converted to a DDS PC running Windows95. ViruSafe95 must be installed after the Windows95 operating system is installed and the PC is converted to DDS. Windows95 DDS users can install ViruSafe95 on their own. For details, see the “Windows95 DDS Users -- Install The Latest Anti-Virus Software And Signature Files (“Virus Tables”)” section elsewhere in this issue of the *IMpulse*.

### VirusSafe: Four Month Clock Is Ticking

If your ViruSafe virus signature files (“virus tables”) are older than four months, a warning will appear each and every time you boot your machine. Ignore the direction to use the “Update” button. Instead, follow the directions found in the “Windows95 DDS Users -- Install The Latest Anti-Virus Software And Signature Files (“Virus Tables”)” or “Standard Windows WPS Users -- Verify Latest Anti-Virus Software And Signature Files (“Virus Tables”)” sections elsewhere in this issue of the *IMpulse* as appropriate.

## WHAT THE FUTURE HOLDS...

### Kiss ViruSafe Goodbye... But Not Yet

The S&MA IM group supported the recent MSFC-wide virus epidemic emergency meeting where tiger teams were formed to evaluate three anti-virus software vendor’s products for MSFC-wide deployment. The intent was to identify a single vendor who could supply virus protection applications that run on Intel (Windows, Windows95), Motorola (Macintosh) and RISC-based processors (DEC Alpha WindowsNT DDS file servers). Eliashim, maker of the ViruSafe line of products does not offer a Macintosh product nor do they anticipate offering one in the future. For that reason alone, Eliashim is out of the long-range MSFC picture.

MSFC was prepared to move forward with a procurement based on the tiger team’s recommendation when it was learned that the Jet Propulsion Lab (JPL) is considered the NASA expert center for anti-virus software. JPL, it turns out, is looking at NASA wide

licenses and how they fit with Lewis Research Center’s (LeRC) efforts as the lead center for desktop computing architecture.

Eventually, anti-virus protection is expected to become mandatory on all MSFC’s 6,000+ workstations. Until then, ViruSafe is the best protection we have available for Intel platforms. The IM group continues to monitor developments in virus protection capabilities as they apply to the S&MA computer resources.

## Windows95 DDS Users – Are Memory Conflicts Slowing You Down, Locking You Up?

An identified conflict between two memory-resident applications may be making your PC crawl or even “freeze”. The two applications that do not get along are:

- Microsoft Office Find Fast Indexer
- ViruSafe Watcher

When Microsoft Office is installed on a PC, a shortcut to “Find Fast” is automatically placed in the Startup folder. Likewise, when ViruSafe95 is installed on a PC, a shortcut to “Watcher” is automatically placed in the Startup folder. The purpose of the Startup folder is to start programs each time Windows95 starts. Problems arise if both these application shortcuts exist in the Startup folder, therefore loading both applications into memory.

To determine if both application shortcuts exist in your Startup folder:

1. Move the mouse pointer to the “Start” button, click the RIGHT mouse button. A shortcut menu will appear.
2. Click “Open”
3. Double click the “Programs” icon
4. Double click the “StartUp” icon
5. Look carefully for both “VirusSafe Watcher” and “Microsoft Office Find Fast Indexer”. Ignore “Microsoft Office Fast Start”

If “Microsoft Office Find Fast Indexer” is found, select it and touch the “Delete” key on the keyboard to remove the shortcut from the Startup folder. If you encounter any difficulty with this procedure, see the “Where To Turn For Help” section elsewhere in this issue of *theImpulse*.

## Windows95 DDS Users – How To Change Your Password(s)

To avoid potential password synchronization problems, CSC has created a document to explain DDS password changing procedures and guide the user step-by-step through the process. Users should verify correct Control Panel settings with this document. The Word document can be accessed using a web browser at the following URL:

- <http://msfc-data1.msfc.nasa.gov/ddsdocrefwin>

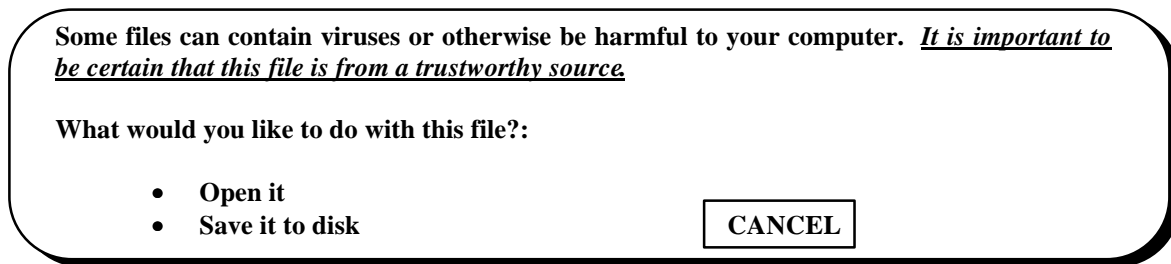
Double click on the entry “PASSWORDS.doc”. This web page is the “DDS Reference Documents for Windows95 Users” and is maintained by CSC. There are other useful DDS reference documents at this location, check it out!

## Windows95 DDS Users -- Microsoft Internet Explorer Security Flaw Fix

CSC has put into place a fix for an identified security flaw in Microsoft’s Internet Explorer. The flaw makes it possible to remotely execute any command or application on the user’s PC. Malicious actions could potentially include modifying file contents, deleting files or directories, sending Email from that person’s account, even formatting the hard drive. This “back door” is open even when Internet Explorer is set to its highest security level. To put the fix in place, re-install Internet Explorer from DDS:

1. Open the **DDS** folder on your desktop.
2. Open the **Setup** folder.
3. Double click on the **Internet Explorer 3.01 Install.doc** icon. Print the Word document that is displayed and follow the directions to complete a local installation of the latest available version of the Internet Explorer software.

When installed, the fix doesn't actually prevent a web site from executing commands on your local machine. Instead the user is notified when a web site attempts to execute a local command,. This affords the user the opportunity to cancel the action before it occurs. A dialog box with the following text will appear:



If the user chooses "Open It", the action will occur, whether malicious or harmless. Only choosing "Cancel" will prevent the execution of the local command

If you encounter any difficulty with this procedure, see the "Where To Turn For Help" section elsewhere in this issue of the *IMpulse*.

## THINGS YOU OUGHT TO KNOW

### WPS Versus DDS: Workstations And Accounts

Confused about "WPS" workstations, "DDS" workstations, "WPS" accounts and "DDS" accounts?

WPS stands for "Workstation Presentation Services". DDS stands for "Distributed Desktop Services". MSFC is phasing out WPS in favor of DDS with its enhancements. All WPS users are to be migrated to DDS by June 30, 1997. Remaining WPS users will be notified when it is their turn.

What makes a PC a "WPS" workstation? -- the standard Windows operating system and some WPS-specific software on the local hard drive.

What makes a PC a "DDS" workstation? -- the Windows 95 operating system and some DDS-specific software on the local hard drive.

If you have a WPS account, you can only use a WPS workstation.

If you have a DDS account, you can only use a DDS workstation.

### WPS Versus DDS: What Makes DDS Better?

Recently, a user asked "What's better about DDS (over WPS)?"

DDS puts into place many behind-the-scenes improvements over WPS that are not readily apparent to the user. These include technologically advanced file server hardware and operating system. Differences the user can see generally would fall into the following categories:

- newer versions of existing software that offer additional features / capabilities (Word, Excel, PowerPoint, etc.)
- different software for the same task that offer additional features / other improvements (e.g. Email, from WPS / cc:Mail to DDS / Microsoft Exchange)
- new software unavailable under WPS (e.g. "Microsoft Schedule+" as an electronic appointment calendar and "to do" list organizer)

This short explanation surely does not do justice to the full extent of the benefits realized in the DDS system. A benefit is different things to different users. Some users may see the subjective: "I've got Windows95. Cool!". Others may see the more substantive: "Windows95 allows my PC to run 32-bit applications. (Cool!)".

The Distributed Desktop Services (DDS) Critical Design Review (CDR) web page (<http://msfc-data1.msfc.nasa.gov/dds/cdr.html>) contains the text of the DDS CDR document. The document's introduction offers further discussion of the benefits of DDS over WPS. The following bullets are further defined and explained in the DDS CDR introduction:

- Improved Reliability.
- New Desktop Interface.
- Improved Workstation Performance.
- New Software Support.
- E-mail.
- Enhanced Workgroup Access to Shared Files.
- NT Workstations.
- Enhanced User Support.
- Interoperability with UNIX/VMS/MVS Hosts.

Another source of DDS information is the “*password:*” newsletter published by the MSFC Information Systems Services Office (ISSO) in conjunction with CSC. Back issues of the “*password:*” can be found at <http://www.msfc.nasa.gov/msfccwa/infosrv> . In particular, see the “Distributed Desktop Services (DDS) Provides Added Value for MSFC User Community” article in the January 1997 edition.

## Way Down Yonder At KSC

A special hello to our S&MA Windows95 DDS users onsite at KSC. The “VirusSafe 95” icon referenced in the “Windows95 DDS Users -- Install The Latest Anti-Virus Software And Signature Files (“Virus Tables”)” section elsewhere in this issue of the *IMpulse* is now functional for you folks. Thanks to Tom Engler / CR50 at KSC for bringing the problem to IM’s attention. Thanks to Larry Cottles / CSC at MSFC and Karen Brandauer / CSC at KSC for the resolution. Tom reports the setup / install procedures may differ slightly for KSC users. KSC Windows95 DDS users may wish to check with Karen for the pertinent details.

### S&MA INFORMATION MANAGEMENT TROUBLE TICKET / REQUEST FORM SUMMARY

— <i>TO DATE</i> —	
639	Total Requests Submitted
620	Requests Closed

## Where To Turn For Help

- S&MA contractors may submit trouble tickets / requests to the IM group for assistance.
- S&MA civil servants can either request assistance from the S&MA IM group (POC -- Kelly Carter / RSSC, by Email (preferred) or 5-1200) or call the center-wide help desk at 4-1771.
- Civil servants other than S&MA should call the center-wide help desk at 4-1771.

## Comings and Goings

*Hello to Karin Baker*, the newest member of our IM group. Karin joins us from CSC where she was an applications programmer. Karin will be developing database applications using Microsoft ACCESS and Oracle Developer 2000 relational database management systems (RDBMS). She has systems administration experience with Windows NT, PC hardware installation and maintenance experience, and applications development experience using 4GPL CASE tools, C++, Oracle, and SQL. Karin previously worked for Raytheon at Kwajalein. Welcome back to Raytheon, Karin!